

CLASSIFICATION: LOTTERY DISTRICT SUPERVISOR

Class Code: 5899-20

Date Established: 05-17-95

Occupational Code: 7-3-7

Date of Last Revision: 7-15-14

BASIC PURPOSE: To supervise and coordinate Lottery Sales Representatives in a designated region of the state, to recommend sales and marketing strategies, and to maintain records and provide reports on agency activities.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Supervises, coordinates, and directs the work of Lottery Sales Representatives, and trains Representatives to maintain a consistent set of procedures among field staff.
- Conducts employee performance evaluations of assigned staff and identifies staff development and training needs.
- Develops, prepares, and maintains reports used in agency goal setting and to document and review sales initiatives and organizational goals.
- Composes correspondence to lottery product retailers and acts as liaison between retailers and Lottery sales staff.
- Reviews Commission policies and procedures regarding ticket sales, security and sales promotion and makes recommendations for changes.
- Analyzes marketing conditions, determines strategies to increase sales, and works with new and existing lottery product retailers to develop promotional and marketing activities specific to the retailer's needs.
- Contacts individuals, businesses, corporation and other state agencies to provide information and ensure proper work flow.
- Provides training to sales outlets and educates business owners and employees who sell tickets regarding lottery products, terminal operation, and accounting and balancing procedures, as well as theft protection and crime prevention procedures.
- Fills in for Lottery Sales Representatives on leave to keep field operations and schedules running smoothly.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires summarizing data, preparing reports, and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or technical institute with a major in marketing, business administration or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Four years' related work experience in a sales and marketing environment, two years of which shall have been supervisory. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Possession of a valid New Hampshire driver's license. State of New Hampshire defensive driving certificate required.

RECOMMENDED WORK TRAITS: Knowledge of personnel and supervisory practices. Knowledge of retail sales and marketing techniques. Skill in devising sales and marketing strategies and procedures. Skill in organizing and managing work time. Ability to write clear and concise reports and to maintain records using computer programs and equipment. Ability to explain statutory rules, requirements and regulations and to make on-the-spot decisions as circumstances require. Ability to manage and coordinate a regional sales staff. Ability to command respect of subordinates, maintain harmonious relationships with other employees and other departments of the state, and to handle contacts with business personnel and public with tact, good judgment and firmness when necessary. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.